



Case Study: Improving Patient Experience and Reducing Costs by Nearly 50% for a Medical Practice

Client Overview

A busy medical practice struggled to efficiently manage patient communications. Tasks such as patient intake, appointment scheduling, claims verification, and answering patient questions had increasingly time-consuming and error-prone, impacting both staff productivity and patient satisfaction.

Challenges

The medical practice faced overwhelming administrative workloads that strained internal resources. Managing a high volume of patient calls, scheduling requests, and insurance verifications required immediate attention to maintain operational efficiency and a positive patient experience.

Solution

To address these challenges, the practice partnered with HelpSquad to onboard six remote patient service agents and a team leader. Within two weeks, they were fully trained and managing intake, scheduling, and claims verification, ensuring seamless care and a professional patient experience.

Results

- Nearly **50% reduction** in operational expenses
- Significant improvement in patient experience metrics
- Reduced administrative workload for in-house staff
- Faster response times and improved efficiency



About our Services

About Us

HelpSquad provides 24/7 support for medical practices to make work easier for healthcare teams. With over 20 years of experience, we handle calls, emails, chats, and texts with the patient experience in mind. Our services are flexible, affordable, and fully transparent, integrating smoothly with your systems. HelpSquad's trained team delivers reliable, caring support, giving healthcare providers more time to focus on what matters most while keeping customers and patients happy and supported.

Services Offered

- Virtual Medical Assistants
- Virtual Receptionists
- Medical Practice Call Center Teams
- Medical Billing and Claims Processing
- Healthcare BPO

Contact us

